

It is claimed:

1. A computer-implemented method for processing requests voiced by a user, comprising the steps of:

receiving user speech input that contains words from the user that are directed to at least one concept, said user speech input containing a request for a service to be performed; performing speech recognition of the user speech input to generate recognized words;

determining the concept of the user speech input by applying fuzzy logic rules to the recognized words, said fuzzy logic rules defining non-crisp relationships among predetermined concepts; and

processing the user's request based upon the determined concept of the user speech input.